



Date: 3/13/2020

Dear valued NE-ABA Clients,

We know that you have received many similar company notices like this related to COVID-19 so we will attempt to be brief and concise.

First, New England ABA remains open. We have received requests in recent days from both clients and staff that wish to not attend sessions and we will of course honor those requests.

However, we understand that with many schools closing around the commonwealth some of our clients will wish to keep sessions and possibly extend hours. We will attempt to provide this level of coverage as much as possible in the coming weeks. We are currently following guidance from the MA Department of Public Health and ask that if you or any other person living in your home falls within these four categories that you cancel therapy sessions. Our staff will also be following this same guidance:

1. Have a fever (100.3 degrees or higher) or new respiratory symptoms such as cough, shortness or breath, or sore throat
2. Have traveled to a [COVID-19 affected area](#) (outside of the US) in the past 14 days
3. Have come in close contact with a person (live with or have been within 6 ft of for over 15 minutes) diagnosed with COVID-19 in the past 14 days
4. Have been diagnosed with COVID-19 or told by a healthcare provider that you may have COVID-19

Open lines of communication are paramount in times like this so please continue to flow information directly to your regional client service team via our main number at 866-926-4345 and know that a voicemail can be left outside of business hours. This team will continue in their role to be the main point of contact between staff and clients to arrange coverage, an extension of hours, or cancellations.

To close, given this unprecedented pandemic response in our country we know that there may be difficult times ahead. We stand committed to our clients, their families and our staff and will provide as much service as we safely can in the coming weeks. Your client voice is valued and needed as we navigate these new waters. Please flow thoughts, questions and concerns to our team and these will be tracked and answered as soon as we can.

To a healthy and safe weekend,